



QUALITY OF LIFE COUNCIL

QUALITY OF LIFE AWARD APPLICATION

COVER SHEET



Provider Information

NURSING HOME NAME			
STREET ADDRESS/POST OFFICE BOX		PHONE NUMBER	FAX NUMBER
CITY	STATE NH	ZIP CODE	WEBSITE ADDRESS
ADMINISTRATOR'S NAME	ADMINISTRATOR'S EMAIL ADDRESS		
OTHER NURSING HOME CONTACT/POSITION	OTHER CONTACT'S EMAIL ADDRESS		

THE APPLICATION

Complete both parts of the application for each domain.

Part I. Self-Assessment

Assign a level for each practice listed. The levels are:

1. There is **no discussion and no current implementation**
2. **Under discussion**, but there is no implementation
3. **Partially implemented** in **some or all** areas of the organization
4. **Fully implemented** in **some** areas of the organization
5. **Fully implemented** in **all** areas of the organization

Note: Full implementation of a practice is not necessarily indicative of a Quality of Life Award Winner. Discussion and progress toward implementation of practices to advance culture change will be taken into consideration.

Part II. Supporting Narrative

- Tell your story - write a narrative explanation to describe the changes that have been made that relate to that domain.
- Include the steps you took to implement the changes and the outcomes your residents, families and/or staff have realized as a result of the changes.
- Include any benefits your nursing home may have realized.
- Be as concise as possible.
- Do not use identifying information (i.e. nursing home name) in your explanation.

Additional supporting materials may also be submitted, such as pictures, letters or other evidence of change. This is your opportunity to share what good things you are doing to advance Quality of Life for residents.

QUALITY OF LIFE AWARD APPLICATION Continued

THE DEADLINE – FRIDAY, NOVEMBER 3, 2006

Mail your completed application (with all supporting documentation) by Friday, November 3, 2006 to:

Quality of Life Council
C/O Jo Moncher, Bureau Chief
Bureau of Community Relations
Department of Health and Human Services
129 Pleasant Street
Concord, NH 03301

THE REVIEW PROCESS

Quality of Life Award applications received by Friday, November 3, 2006 will be evaluated by an Independent Council Review Team. The nursing home identifiers will be removed prior to review in order to ensure the most objective process. Select applicants will be scheduled for a site visit by the Quality of Life Travel Team. The Travel Team will be responsible for verifying the information provided in the application, interviewing staff, residents and available family members, discussing highlights and questions from the application, and ensuring the nursing home's changes are consistent with the concept of culture change. Please note that this Travel Team is completely distinct and separate from state and federal survey procedures – its sole purpose is to select Quality of Life Award winners as objectively as possible.

SPECIAL THANKS

The Quality of Life Council would like to share a special thank you to The Kansas Department on Aging for sharing their knowledge, experience and event, Promoting Excellent Alternatives in Kansas (PEAK). The Quality of Life Council appreciates their time, consultation and materials.

The Quality of Life Council would also like to thank and recognize Karen Schoeneman, Senior Policy Analyst and Project Officer for Centers for Medicare & Medicaid Services (CMS) and Carmen Bowman, President of Edu-Catering in Longmont, Colorado for their ideas and for sharing the "Artifacts of Culture Change" Tool.

PLEASE NOTE

All materials submitted to the Department of Health and Human Services as part of the Quality of Life Award Application are considered public record and may be subject to public disclosure requests. Information received may be used by the Quality of Life Council in various publications, pamphlets and press releases.

CONTACT INFORMATION

Jo Moncher, Bureau Chief
Phone: 271-4402

Bureau of Community Relations
Email: JAMoncher@dhhs.state.nh.us

Culture change is a journey, not a destination . . .

QUALITY OF LIFE AWARD APPLICATION Continued

QUESTIONNAIRE

Domain:

Resident Care and Choice - Restoring to residents as much control, choice and normalcy as possible.

Note: Do not have to be fully implemented to qualify.

	No/Under Discussion		Partial to Full Implementation		
	1	2	3	4	5
1. Residents have choices and are primary decision makers regarding meals. For example:					
Menus and mealtimes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than one entrée, side dishes, beverages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Snacks and beverages available at all times and reflect foods people would eat in their own homes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can eat out or have carry-in from restaurants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can have favorite foods prepared or can prepare themselves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restaurant-style where staff take resident orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buffet style where residents help themselves or order from staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family style where food is placed on tables in bowls and platters and residents serve themselves or staff assist per resident direction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Open dining with meal available for a 2-hour period or longer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24-hour dining available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Special dining room available for family use and gatherings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kitchenette with refrigerator and stove available for resident, staff, and family use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restaurant, tavern café available to purchase food and drinks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Daily schedules are flexible around resident's choices. For example:					
Wake-up time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bed time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bath time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meal time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Resident bathing is individualized. For example:					
Options in bathing methods and times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of "bathing without a battle" techniques	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Baths and/or showers are provided as often as desired	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Equipment is modern, comfortable, and reflective of what a person would use in their own home.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Residents have choices and make decisions about activities of daily living. For example:					
What to wear on a daily basis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encouragement on dressing themselves if physically and cognitively capable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QUALITY OF LIFE AWARD APPLICATION Continued

Domain: Resident Care and Choice

		No/Under Discussion		Partial to Full Implementation		
		1	2	3	4	5
5.	Ownership of their own rooms or spaces. For example:					
	Rooms personalized to reflect their own individuality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Extra lighting sources available when requested	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Heat/air conditioning controls can be adjusted in room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Can have own refrigerator in room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to have a private room or create genuine privacy within semi private spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Moveable rods in closets to adjust height	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	Residents are encouraged to regularly and frequently express desires and concerns. For example:					
	Resident council meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Advisory councils	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Participation in CQI meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Community meetings on neighborhoods or units	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Other forums (learning circles/discussion groups)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.	Residents engage in activities of their own choice and desire. For example:					
	Baking on individual units or another provided area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Small and/or large group activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Spiritual services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	In-room/1-1 activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Opportunities to be regularly active and not sitting idle in hallways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Regular outings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Evening and weekend activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	Activities appropriate for everyone, including cognitively impaired residents, and activities scheduled to generate engagement. For example:					
	Programs individualized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Intergenerational programs regularly available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Workout room available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Computers and Internet access available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Pets live in the home or have regular pet visits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Onsite child care center, onsite school programs for local kids in a variety of grades	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.	Residents are involved in their own care plans. For example:					
	Regularly attend meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Health issues routinely discussed with resident	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QUALITY OF LIFE AWARD APPLICATION Continued

Domain: Resident Care and Control

		No/Under Discussion		Partial to Full Implementation		
		1	2	3	4	5
	Care plans are individualized and in the "I" or narrative format	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.	Comfort care in times of distress including aromatherapy, massages, Reiki, and other comforts are offered to all residents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.	Care of the dying. For example:					
	Arranging for someone to be with the dying at all times unless preferring to be alone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Memorials and remembrances individualized for residents upon death	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Area available for families to stay overnight	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Support for staff to cope and grieve losses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.	Caring for residents as individuals is a priority. For example:					
	"Getting to Know You" storyboards and/or books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Family/friends interviews	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Celebrating individual birthdays not just at a group monthly affair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13.	Family members are involved in decision making.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.	Satisfaction surveys are conducted on an ongoing basis and surveys are analyzed for possible areas for improvement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.	Vision Access and Hearing Access is promoted within your facility. For example:					
	Printed materials are available in large font or available on audiotape for residents with low vision limitations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	An electronic reader (CCTV) is available for residents to use to read small print	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	"Readers" are available to the residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Printed materials are available in Braille for blind residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Assistive Listening Devices are available for residents to use for one on one situations, and small or large group situations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Trips to support groups are available (i.e. Sight Services for Independent Living and Hearing Loss of America)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	In-house movies and TV programs are shown with closed captioning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Communication access is provided to family members of a resident who has a hearing loss and who may need a sign language interpreter or CART services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QUALITY OF LIFE AWARD APPLICATION Continued

Domain: Resident Care and Choice

Part II. Supporting Narrative

- Tell your story - write a narrative explanation to describe the changes that have been made that relate to that domain.
- Include the steps you took to implement the changes and the outcomes your residents and/or staff have realized as a result of the changes.
- Include any benefits your nursing home may have realized.
- Be as concise as possible
- Do not use identifying information (i.e. nursing home name) in your explanation

Additional supporting materials may also be submitted, such as pictures, letters or other evidence of change. This is your opportunity to share what good things you are doing to provide Quality of Life for residents.

Domain:

Staff Empowerment – Creating management and practices that enhance front line staff's capacity to be responsive to residents.

Note: Do not have to be fully implemented to qualify.

	No/Under Discussion		Partial to Full Implementation		
	1	2	3	4	5
1. Decisions are made by teams that include front-line staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Staff members receive cross training and are able to perform multiple tasks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Staff create their own schedules for coverage of the unit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Staff work consistently in the same neighborhood/unit/household and with the same residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Front-line staff (including LNAs) attend and provide input at resident care planning meetings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The facility has a career ladder for advancement of employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Incentives. For example:					
Salary increases and affordable healthcare insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paid tuition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Full salary while attending school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional training and workshops at no cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Awards given to staff for commitments to person-centered care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Day care on site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English as a second language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Consistent employee evaluations with observable measures for employee support of resident control initiatives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QUALITY OF LIFE AWARD APPLICATION Continued

Domain: Staff Empowerment

	No/Under Discussion		Partial to Full Implementation		
	1	2	3	4	5
9. Frontline staff (including LNAs) are involved in quality improvement efforts. For example:					
Attendance at CQI meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leading formal or informal activities for residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Staff satisfaction surveys indicate that staff are satisfied with their working environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Families know their loved ones primary caregivers and seek them out for information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Assigned staff member to serve as a “buddy” to a resident, regularly checking with the resident and following up on concerns. For example:					
Residents able to select their “buddy” when able.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Front-line staff is empowered to contact family or others directly for items a resident may want or need, such as clothing or other personal belongings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. New employee orientation is supported by peer mentors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Domain: Staff Empowerment

Part II. Supporting Narrative

- Tell your story - write a narrative explanation to describe the changes that have been made that relate to that domain.
- Include the steps you took to implement the changes and the outcomes your residents and/or staff have realized as a result of the changes.
- Include any benefits your nursing home may have realized.
- Be as concise as possible
- Do not use identifying information (i.e., nursing home name) in your explanation

Additional supporting materials may also be submitted, such as pictures, letters or other evidence of change. This is your opportunity to share what good things you are doing to provide Quality of Life for residents.

QUALITY OF LIFE AWARD APPLICATION Continued

Domain:

Home Environment – Creating a meaningful relationship between the person and her/his living environment to establish a home.

Note: Do not have to be fully implemented to qualify.

	No/Under Discussion		Partial to Full Implementation		
	1	2	3	4	5
1. Assure outdoor spaces are available and used to support a sense of independence. For example:					
Protected garden outdoor patio accessible to residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor raised gardens for resident use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor walking/wheeling path, not a public sidewalk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Glider which locks into place when resident rises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The home incorporates plants, dogs, cats, birds, fish, and children according to resident wishes as reminders of nature and home communities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Common spaces are available for residents to visit and spend time with people from the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. There are distinct households/neighborhoods/clusters in the home. (smaller units of residents and staff who permanently and consistently interact)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The environment looks and “feels” like a home (layout, furniture, fixtures, general décor).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. A variety of activities happen spontaneously within the neighborhoods/households frequently each day.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Overhead paging system only used for emergencies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Residents have personal pagers to summon staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Residents have access to an area for laundering personal items if desired.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Traditional nurses’ stations have been eliminated.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Chairs/sofas in public areas have seat heights/widths that vary to comfortably accommodate people.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Store/gift shop or cart available for resident purchases.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Bathing rooms have heat lamps or radiant heat panels.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Terminology used by staff reflects “home” rather than medical environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Cultural diversity is taken into consideration for staff and residents so that needs are understood and care provided in the manner consistent with cultural expectations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QUALITY OF LIFE AWARD APPLICATION Continued

Domain: Home Environment

Part II. Supporting Narrative

- Tell your story - write a narrative explanation to describe the changes that have been made that relate to that domain.
- Include the steps you took to implement the changes and the outcomes your residents and/or staff have realized as a result of the changes.
- Include any benefits your nursing home may have realized.
- Be as concise as possible
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Domain:

Community Involvement – Embracing family and community members into a shared partnership of supporting and caring for residents.

Note: Do not have to be fully implemented to qualify.

	No/Under Discussion		Partial to Full Implementation		
	1	2	3	4	5
1. Volunteer programs are formalized so residents have the opportunity for daily contact with the possibility of building relationships with individuals from the broader community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Space available for community group meetings and residents welcome to attend.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Residents participate in community activities frequently – daily if desired.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Volunteers are recognized for their contributions to the home.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The community is kept informed of nursing home activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Family satisfaction surveys indicate that families feel connected and informed regarding their loved ones care and nursing home activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Family visits have increased as a result of families being valued as a member of the team, provided with information on how they can contribute, and given the opportunity to participate in a variety of areas.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Residents who are able vote at local community center instead of absentee ballot.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Residents and families have access to educate policy makers and influence policy agendas.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Nursing home has established relationships with community groups such as sponsoring sport teams, scout troupes, churches and civic clubs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QUALITY OF LIFE AWARD APPLICATION Continued

Domain: Community Involvement

Part II. Supporting Narrative

- Tell your story - write a narrative explanation to describe the changes that have been made that relate to that domain.
- Include the steps you took to implement the changes and the outcomes your residents and/or staff have realized as a result of the changes.
- Include any benefits your nursing home may have realized.
- Be as concise as possible
- Do not use identifying information (i.e., nursing home name) in your explanation

Additional supporting materials may also be submitted, such as pictures, letters or other evidence of change. This is your opportunity to share what good things you are doing to provide Quality of Life for residents.